

Appendix B.--Customer Survey

CUSTOMER SURVEY

For questions, contact Rick Dinicola
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We would like to know about you; please check any that apply.

Your affiliation: ☐ Federal
☐ State
☐ County
☐ Municipality
☐ Native American Tribe
☐ Utility
☐ Consultant
☐ Other (specify) _____

Function of your unit: ☐ Planning and resource management
☐ Making regulations
☐ Enforcing regulations
☐ Research
☐ Operations
☐ Other _____

Your duties are primarily: ☐ Managerial
☐ Technical
☐ Other _____

Name and organization (optional)

Does your organization currently use USGS Washington District services? ☐ yes ☐ no ☐ don't know

Have you used USGS 50/50 matching funds? ☐ yes ☐ no ☐ don't know

How did you first learn about us? _____

Based on your experience, please rate the following statements by circling the appropriate response according to the rating scale shown at the bottom of each page.

1. The Washington District is an important resource for your agency.

1 2 3 4 5 NA

2. You have found our staff to be cordial and professional.

1 2 3 4 5 NA

3. Our responses to your requests for the following available data or information...

	...met your technical needs	...were delivered in a timely manner
a. Surface-water data	1 2 3 4 5 NA	1 2 3 4 5 NA
b. Ground-water data	1 2 3 4 5 NA	1 2 3 4 5 NA
c. Water-quality data	1 2 3 4 5 NA	1 2 3 4 5 NA
d. Published reports	1 2 3 4 5 NA	1 2 3 4 5 NA
e. Technical assistance	1 2 3 4 5 NA	1 2 3 4 5 NA
f. Geographic Information System (GIS) products	1 2 3 4 5 NA	1 2 3 4 5 NA
g. Real-time data (provided within hours)	1 2 3 4 5 NA	1 2 3 4 5 NA

4. We solicit your input and understand your needs for:

- | | |
|-------------------------|--------------|
| a. Data collection | 1 2 3 4 5 NA |
| b. Interpretive studies | 1 2 3 4 5 NA |

5. Your needs are addressed in our proposals for:

- | | |
|-------------------------|--------------|
| a. Data collection | 1 2 3 4 5 NA |
| b. Interpretive studies | 1 2 3 4 5 NA |

6. During ongoing programs, we have adapted to your changing needs for:

- | | |
|-------------------------|--------------|
| a. Data collection | 1 2 3 4 5 NA |
| b. Interpretive studies | 1 2 3 4 5 NA |

7. Data collected by the Washington District are:

	Surface Water	Ground Water	Water Quality
a. Of high quality	1 2 3 4 5 NA	1 2 3 4 5 NA	1 2 3 4 5 NA
b. Legally defensible	1 2 3 4 5 NA	1 2 3 4 5 NA	1 2 3 4 5 NA
c. Appropriate for your needs	1 2 3 4 5 NA	1 2 3 4 5 NA	1 2 3 4 5 NA
d. Provided in a timely manner	1 2 3 4 5 NA	1 2 3 4 5 NA	1 2 3 4 5 NA

8. It is important that data we have collected are:

	Surface Water	Ground Water	Water Quality
a. Quality assured and published in the Washington District Annual Report	1 2 3 4 5 NA	1 2 3 4 5 NA	1 2 3 4 5 NA
b. Quality assured and stored in the USGS computer data bases	1 2 3 4 5 NA	1 2 3 4 5 NA	1 2 3 4 5 NA
c. Available in real-time without quality assurance	1 2 3 4 5 NA	1 2 3 4 5 NA	1 2 3 4 5 NA

9. Washington District published products are:

	Interpretive reports	Fact sheets, pamphlets	Annual data report
a. Thorough	1 2 3 4 5 NA	1 2 3 4 5 NA	1 2 3 4 5 NA
b. Technically sound	1 2 3 4 5 NA	1 2 3 4 5 NA	1 2 3 4 5 NA
c. Of appropriate length	1 2 3 4 5 NA	1 2 3 4 5 NA	1 2 3 4 5 NA
d. Understandable	1 2 3 4 5 NA	1 2 3 4 5 NA	1 2 3 4 5 NA
e. Timely	1 2 3 4 5 NA	1 2 3 4 5 NA	1 2 3 4 5 NA

10. Useful formats for our published products are:

	Interpretive reports	Fact sheets, pamphlets	Annual data report
a. Printed copy	1 2 3 4 5 NA	1 2 3 4 5 NA	1 2 3 4 5 NA
b. CD-ROM	1 2 3 4 5 NA	1 2 3 4 5 NA	1 2 3 4 5 NA
c. Floppy disk	1 2 3 4 5 NA	1 2 3 4 5 NA	1 2 3 4 5 NA
d. Internet	1 2 3 4 5 NA	1 2 3 4 5 NA	1 2 3 4 5 NA

11. Costs of Washington District products and services are reasonable for:

a. Surface-water data collection	1 2 3 4 5 NA
b. Ground-water data collection	1 2 3 4 5 NA
c. Water-quality data collection	1 2 3 4 5 NA
d. Real-time data services	1 2 3 4 5 NA
e. Interpretive surface-water studies	1 2 3 4 5 NA
f. Interpretive ground-water studies	1 2 3 4 5 NA
g. Interpretive water-quality studies	1 2 3 4 5 NA
h. Interpretive multidiscipline studies	1 2 3 4 5 NA
i. Overall products and services	1 2 3 4 5 NA

12. Our scientific and technical expertise meets your needs for:**Surface Water**

- | | |
|-------------|--------------|
| a. Quantity | 1 2 3 4 5 NA |
| b. Quality | 1 2 3 4 5 NA |
| c. Modeling | 1 2 3 4 5 NA |

Ground Water

- | | |
|-------------|--------------|
| d. Quantity | 1 2 3 4 5 NA |
| e. Quality | 1 2 3 4 5 NA |
| f. Modeling | 1 2 3 4 5 NA |

Sediment

- | | |
|-------------|--------------|
| g. Quantity | 1 2 3 4 5 NA |
| h. Quality | 1 2 3 4 5 NA |
| i. Modeling | 1 2 3 4 5 NA |

Other

- | | |
|-------------------------|--------------|
| j. Soil science | 1 2 3 4 5 NA |
| k. Oceanography | 1 2 3 4 5 NA |
| l. Snow and ice | 1 2 3 4 5 NA |
| m. Climatology | 1 2 3 4 5 NA |
| n. Aquatic biology | 1 2 3 4 5 NA |
| o. Limnology | 1 2 3 4 5 NA |
| p. Wetlands | 1 2 3 4 5 NA |
| q. Estuaries | 1 2 3 4 5 NA |
| r. Water use | 1 2 3 4 5 NA |
| s. GIS | 1 2 3 4 5 NA |
| t. Real-time data | 1 2 3 4 5 NA |
| u. Computer services | 1 2 3 4 5 NA |
| v. Educational services | 1 2 3 4 5 NA |